Job title: BMS Office Manager/Administrator

Reporting to: Chief Executive

Hours: 9am – 3pm, 5 days a week (30 min for lunch)

Location: Office based, 5 days a week

Salary: £18,590 (based on 27.5 hours per week)
FTE £25,350 (based on 37.5 hour week)
20 days annual leave + statutory holidays

BACKGROUND
The British Menopause Society (BMS) is the specialist authority for menopause and post reproductive health in the UK.

Established in 1989, the BMS educates, informs and guides healthcare professionals on menopause and all aspects of post reproductive health. The BMS has developed a varied education programme for healthcare professionals and others working in the area of post reproductive health.

The education programme includes a two-day annual scientific conference and a one-day women's health symposium (face-to-face or online); Principles and Practice of Menopause Care (PPMC), a series of online educational resources, courses and practical training; and virtual Cognitive Behaviour Therapy for menopause symptom courses.

Together with an extensive resource library on our interactive website, we also offer a range of publications including the quarterly journal *Post Reproductive Health* and the definitive handbook *Management of the Menopause*.

The BMS is a specialist society associated with the Royal College of Obstetricians and Gynaecologists**.**

Women's Health Concern (WHC), founded in 1979, became the patient arm of the BMS in 2012. It provides an independent service to advise, reassure and educate women of all ages about their gynaecological and sexual health, wellbeing and lifestyle concerns.

STRUCTURE
The BMS team consists of six part-time staff: the chief executive, a programme director, a education programme manager, an education organiser, a membership co-ordinator and membership & finance manager. In addition we engage a bookkeeper (freelance), website developer (freelance) and designer (freelance). The BMS also employs a consultant to assist with the marketing and sponsorship function. There is regular contact with the trustees of the charity, the chairman and members of the medical advisory council.

JOB PURPOSE
To provide effective and wide-ranging administrative support to the BMS and WHC.

KEY DUTIES AND RESPONSIBILITIES
Administration:

- To act as the first point of contact for all public enquiries, taking details of calls, referring to the relevant staff member, council member or external organisation where appropriate or providing the necessary information
- To co-ordinate and facilitate activities with the board of trustees and medical advisory council
- To answer basic enquiries about the work of the BMS and WHC
- To facilitate media and press enquiries
- To field requests for bespoke speakers

Education programme

Work closely with the education programme manager and education meeting organiser and undertake administration including:

- Co-ordinating mail shots by email
- Folder set-up including confirmation and receipt templates
- Delegate registration and confirmation/receipt
- Delegate pack preparation
- Create online access to education events

Membership

- To provide support to the membership and finance manager as required
- To compose and distribute BMS Bulletins and News Alerts

BMS/WHC websites

- Working with the education programme director updating and amending the BMS and WHC websites

Office management

To undertake a variety of basic admin tasks including:

- Processing BMS *Management of the Menopause* book orders
- Purchasing stationery/ink cartridges etc
- Shopping for office supplies, tea, coffee etc
- Running general errands e.g. taking post to the post office
- Maintaining contracts e.g. building insurance, fire alarm etc
- Liaising with the property agent when required
- Working with the IT administrator to resolve any IT issues

GENERAL

- As the BMS is a membership organisation, excellent communication skills – both written and oral - are essential. As is a good customer service ethic.
- Attention to detail is critical.
- Knowledge of, or a willingness to learn, web-based software such as Zoom and WordPress as well as being competent in using excel, word and outlook.
- A 'can do' attitude is of key importance – everyone in the office has to roll up their sleeves and support the rest of the team.